

After Your Surgery

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

Adequate time was allowed for my recovery at the surgery center.

My home care instructions were clear and helpful.

When I was contacted at home, the staff was concerned for my progress and comfort.

Questions or comments: _____

General Questions

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

Overall, I am very confident and satisfied with the care I received at The Surgery Center at Benbrook.

I would recommend The Surgery Center at Benbrook to my friends and family.

Questions or comments: _____

In what way would we improve the care and services at the surgery center?

Did any of our employees exceed your expectations? _____

Patient Name: _____

Date of Surgery: _____

Surgeon's Name: _____

Please visit our website at <http://www.butlersurgerycenter.com/>.

This survey may also be completed on-line.

Thank you very much for offering your opinion. We appreciate your time and consideration in filling out this survey. We will use this information in summarizing overall patient satisfaction and for quality improvement purposes only. All information on this form will remain confidential.



Questionnaire

The Surgery Center at Benbrook
102 Technology Drive
Suite 130
Butler, PA 16001

Telephone: 724-431-0740

Fax: 724-431-0759

Prior to my Surgery

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

The pre procedure phone contact by the nurse answered all my questions about the procedure preparation.

The instructions given to me during the pre-op phone call were clear and adequate.

The nurse was courteous, pleasant and professional.

Questions or comments: _____

Upon Arrival

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

The registration clerk was efficient, friendly and answered all my questions.

My waiting time prior to surgery was reasonable.

Questions or comments: _____

Our Facility

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

The surgery center was clean and orderly.

The family waiting area was comfortable.

Questions or comments: _____

During Your Surgery Our Nursing Staff

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

The nursing staff was knowledgeable and competent.

The nursing staff was concerned for my comfort.

The nursing staff was courteous, pleasant and professional.

Questions or comments: _____

Anesthesia Care

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

The anesthesia staff answered all my questions.

The anesthesia staff explained what to expect in terms that you could understand.

The anesthesia staff was courteous, pleasant and professional.

Questions or comments: _____

Your Surgeon

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

Before surgery, my surgeon spent adequate time with me explaining my procedure and answering my questions.

After surgery, my surgeon spent adequate time with me or my family explaining my procedure and answering questions.

My surgeon was courteous, pleasant and professional.

Questions or comments: _____

